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Established 1937

COON RAPIDS MUNICIPAL UTILITIES

Attachment: Accompanying Statement Explaining Company's Procedures

Coon Rapids Municipal Utilities has ensured compliance with CPNI rules throughout 2018 by doing the following:

- All employees were trained and certified on CPNI.
- A form was completed for all new customers to establish a password and back-up question.
- Employees authenticate every customer.
- Notification letters are sent within 48 hours if an account change has occurred.
- Update the CPNI file if targeted marketing pieces were used. However, Coon Rapids Municipal Utilities does not target market. Only mass marketing practices are used.

In 2018, there were no actions taken against data brokers, and Coon Rapids Municipal Utilities received no customer complaints concerning unauthorized release of CPNI.

ELECTRIC
NATURAL GAS
WATER
WASTEWATER
COMMUNICATIONS